



DLK CASE STUDY

Change and Communication Management



AT A GLANCE

Client Challenges

- Develop an overall approach and understanding of the review and transfer of "unfunded mandates"
- Receive guidance to navigate the process

Outcomes

- Change and Communications Strategy, Plan and toolkit
- Feasible next steps including intergovernmental relations and labour negotiations



"This was a complex task undertaken with large group of stakeholders, but the support and delivery from DLK helped to frame the change management requirements and process going forward per the requirements."

Manager: Strategic Policy
Branch, Corporate Services

City of Cape Town

THE BRIEF

The client formed a multi-disciplinary project team to develop their approach to the challenge. DLK Group contributed to this team by providing Strategic Change Management and Communications services. The brief was to develop a Change and Communications Strategy, Plan and Toolkit to support the process. This was done in close co-operation with the City's Change Management and Communications teams.

SOLUTIONS

DLK delivered the following:

- a Change management strategy and plan
- a Communications plan for internal and external stakeholders throughout the possible transfer or amendment of service offering.
- Facilitated understanding of the political implications of the shift/transfer of a particular service.
- Feasible next steps including required intergovernmental relations and labour negotiations among other issues as part of the communication plan.
- Change and communication toolkits to be used by City resources

DLK REFLECTION

We are proud of the quality of the work delivered by our team for this project. They were able to get to grips with a complex issue and organisation and deliver a useful toolkit and insightful strategy and plan to the client in a relatively short timeframe.